Dear Valued Customer,

HP invent ®

Thank you for purchasing your HP StorageWorks Enterprise File Services WAN Accelerator product.
Your product includes one year of upgraded 4-hour response hardware support; one year of 24/7 software phone-in assistance and one year of software update services.

If you have purchased your WAN Accelerator product through an HP authorized reseller you must register with HP within 10 days of product receipt in order to receive phone-in support and software update services.

For customers in North America:

Fax   Complete the customer information section below, including your HP Product Number, and fax this letter to:
(U. S.) 800-307-0361. In Canada fax to 800-268-1921.

For questions regarding registration in the US, call 800-386-1115, select option 3. In Canada call 1-800-268-1221

When contacting HP Support in North America (1-800-633-3600) please follow the "Networking" path. Once you reach a customer representative, be certain to identify your product by the HP product number and the product name as listed below. Your product serial number will also be required.

For customers in other countries:

Provide your customer information to the HP Services Contract Administrator for your country. Contact information for your country is available on the following website: http://www.hp.com/country/us/eng/contact_us.html. Under *find hp*, click on *worldwide sales and services* and navigate to your country contact information.

Customer Information:	
Product Purchased (please check all that apply):	
❑ 391683-B21 HP EFS DL320-510 WAN Accelerator	❑ 391688-B21 HP EFS DL320-M25 WAN Accelerator Manager
❑ 391684-B21 HP EFS DL320-1010 WAN Accelerator	❑ 391689-B21 HP EFS M50 WAN Accelerator Manager LTU
❑ 391685-B21 HP EFS DL320-2010 WAN Accelerator	❑ 391690-B21 HP EFS M100 WAN Accelerator Manager LTU
❑ 391686-B21 HP EFS DL380-3010 WAN Accelerator	❑ 391691-B21 HP EFS M200 WAN Accelerator Manager LTU
❑ 391687-B21 HP EFS DL380-5010 WAN Accelerator	❑ 391692-B21 HP EFS M500 WAN Accelerator Manager LTU
Company Name: Organization:	

Shipping Address:
     Mail stop/Attn To:
     Street:
     City:
     State/Province:
     Zip/Postal Code:
     Country:	

Contact/Designated 1st Caller Name:	
Contact Phone:	
Contact Email Address:	
Product Purchase Date:	
HP Order Number:	
Product Serial Number:	
To assist us in accurately capturing you product's configuration, please include a copy of your Entitlement Certificate along with your packing slip or invoice containing product and serial numbers.	

You will receive a service agreement identifier (SAID) or system handle along with a phone number. At that time, your phone-in support and software update service will be activated. Please retain this information in an accessible location so that your callers have access to it when placing a service request. We look forward to working with you.

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